

Managers Statement

57B Phelps ST – Holiday House

We are applying to have our property at 47B Phelps St as a Holiday Home. Below we will address all requirements set out in the local planning policy.

General 4.1

Effective on going management.

Holiday letting is a current business of ours. We have 2 existing registered Holiday Homes with CGG at present. 57B Phelps ST will be run under that umbrella. We have a booking system, employ cleaners and gardeners. Strick rules apply and are stated when booking our holiday home. We, the owners, also live locally and will be checking and maintaining the property and will be on call if required.

57B Phelps adjoins 57A, the next door unit. This is occupied by a family member our ours who will also look out for and be a caretaker for the property. We have land at the back of this property with a shed. We will house extra bins, lawn mowers and general items to keep the property looking tidy.

As holiday homes are a full-time business for our family, we take pride in offering the best accommodation services to visitors to our town. We visit our properties very regularly. Talk to neighbors and guests alike. No large noises come from surrounding properties. The main concern for noise is from the road traffic.

Keys will be on site in a lock box. Guests will have clear instructions for access and my mobile phone number and as a last resort our caretaker next door can assist. We employ 2 cleaners for our holiday homes, the properties are cleaned and maintained approx. every 2 days. If we have a booking for longer than a week, we offer a free weekly clean. Standard Green bins are used, and we have our own recycling bins on the property as out-of-town guests expect this and it is not provided by the city at this stage. Our cleaners empty the recycling and deliver it to me with the washing and I recycle and do the laundry. We will also have a garden bag behind the unit on the back of the property for our gardener to use. This is emptied by a local company once a month.

We will have a fire extinguisher on site, and it will be clearly labeled in the kitchen, with a list of emergency contact numbers, as per our other holiday homes. In the property we have a welcome book, written in English and Mandarin. This outlines where the fire extinguisher is and emergency numbers.

In the instance that we have a complaint about the occupant. We will go to the site immediately and address or have our caretaker do this. We run a tight ship, this is indicated in our booking information and in-house information. If I don't feel comfortable about the booking, I will meet the guests onsite at check in.

Location

Phelps st is in the center of the city. You can walk or scooter to local beaches, restaurants, tourist sites or cafes. It is also close to sporting facilities. We are a 5 min walk to Northgate shopping center, AJ's café and the foreshore.

Signage

Like our existing holiday properties, we will have a sign on the property to state that it is a Holiday house and include a contact phone number.

4.1.4 This property has 2 bedrooms with queen beds so the maximum guests on the property at one time will be 4.